

Known Issues

Learn about the issues you may encounter when using Oracle Analytics Cloud and how to work around them.

Topics:

- [Documentation Accessibility](#)
- [Microsoft Internet Explorer Is No Longer Supported](#)
- [Oracle Analytics Cloud General Issues and Workarounds](#)
- [Known Pixel-Perfect Reporting Issues](#)
- [Oracle Business Intelligence Mobile Issues and Workarounds](#)
- ["Service is not accessible" Message Reported After Scaling Up](#)
- [Only IDCS or IAM Identity Domain Users Can Connect to Oracle Analytics Cloud Using the Model Administration Tool](#)
- [User Assistance for the Model Administration Tool](#)
- [Known Issues in Oracle Analytics Cloud Data Gateway](#)
- [Known Issues in Semantic Modeler](#)

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customer access to and use of Oracle support services will be pursuant to the terms and conditions specified in their Oracle order for the applicable services.

Microsoft Internet Explorer Is No Longer Supported

If you use Internet Explorer 11, then you'll experience significant performance issues.

Oracle no longer supports Internet Explorer and strongly recommends that you use a modern browser. Refer to the Microsoft Support website for information about the latest Microsoft browsers.

Oracle Analytics Cloud General Issues and Workarounds

Some features and functions don't work as expected.

Topics:

- [Known Issues with Oracle Essbase Database Connections and Data Sources](#)
- [Known Issues with MongoDB Connections and Data Sources](#)
- [Null Values in XLSX File Set to String](#)
- [Custom Formats in Analyses Not Available](#)
- [Content Missing on the Home Page After Upgrading](#)
- [Changes to the Users and Roles Page in Console](#)
- [Concurrent Restore Operations Not Recommended](#)
- [Issues When Creating or Restoring Large Snapshots](#)
- [Issue with Time Series Functions and Double Data Type Time Dimension Keys](#)
- [Virus Scanner Settings Not Taking Effect](#)
- [Tables and Columns Not Replicated from Oracle Fusion Cloud B2C Service](#)
- [Error Adding Table With Mixed-Case Name or Column Names to a Dataset](#)
- [Data Labels on Graphs Might Overlap in Some Classic Analyses](#)

Known Issues with Oracle Essbase Database Connections and Data Sources

The Oracle Essbase database connection type and Oracle Essbase data sources have a number of known issues.

- Searching for a specific column within an Oracle Essbase data source displays a "No Matches Found" message.
- The Advanced Analytics functions don't work for Oracle Essbase data sources.

- If you create an Oracle Essbase connection and provide invalid login information, you'll see this incorrect error message: "Failed to save the connection. JDS - Invalid syntax." The error message should state "Failed to save the connection due to an invalid user name and password."
- When creating an Oracle Essbase connection, you can choose the **Require users to enter their own username and password** authentication option, but Oracle Analytics Desktop doesn't activate this behavior and instead authenticates all users with the user name and password that you specified.
- Time-based columns are sometimes not imported correctly. A column displaying a date in text can't be converted to a column of date data type because of format mismatch.
- Oracle Essbase data sources don't work in data flows.
- When working in a workbook, you can't use match columns to join an Oracle Essbase data source to any other data source included in the workbook.
- When you import an Oracle Essbase data source, you can't prepare the data, and you can't edit the data after import. For example, you can't change a column's data type or aggregation.

Known Issues with MongoDB Connections and Data Sources

The MongoDB database connection type and MongoDB data sources have a number of known issues.

- Schema map from MongoDB not refreshed — When you create a connection to a MongoDB data source, the underlying driver automatically creates a normalized schema for the MongoDB database. If collections are added to the schema in the MongoDB database, the driver can't find these additional collections. This issue has no workaround.

Null Values in XLSX File Set to String

If you're adding an XLSX file as a data source and if the spreadsheet's null values are expressed as hyphens, then Oracle Analytics treats the null values as strings irrespective of the other values in the column.

To work around this issue, remove the hyphens from the column and try to import the XLSX file again.

Custom Formats in Analyses Not Available

In Oracle Analytics Cloud, if you open an analysis that contains a custom format that was created in the Analysis Editor, you see an error message. You might've applied a

custom format in the Analysis Editor using the Custom Numeric Format option on the Data Format tab in the Column Properties dialog.

To work around this issue, edit the analysis in the Analysis Editor and remove the custom formatting, or remove the item in the analysis that contains the custom format. Then open the analysis again.

Content Missing on the Home Page After Upgrading

When you access the Home page in a browser using the `https://host:port/dv/ui` URL, you might notice that some content isn't displayed.

Disabled or Broken Customizations to the Home page - If you notice that customizations to the Home page are disabled or broken or that specific content sections aren't displayed, enable and re-order sections as follows:

1. In a browser, access this URL:
`https://host:port/dv/ui`
2. In the header, click the context menu and select **Customize Home Page**.
3. Ensure that sections aren't set to hidden or disable.
4. If sections are set to hidden or disabled, place them in the appropriate positions.
5. Save the changes.

Changes to the Users and Roles Page in Console

In a recent update to Oracle Analytics Cloud, you might have noticed changes to the Users and Roles page in Console.

The Console has now been reverted to a previous update due to reported issues. The changes to the Console will likely be included in a future update that resolves the reported issues.

Concurrent Restore Operations Not Recommended

Any user with administrator permissions can restore a snapshot. Oracle Analytics Cloud doesn't prevent multiple users from starting concurrent restore operations, but this often causes snapshot restore failures.

To avoid such issues, Oracle recommends that you coordinate restore operations with other administrators and wait for one restore operation to finish before starting another one.

Issues When Creating or Restoring Large Snapshots

When you try to create or restore very large snapshots (those with a size of 5GB or larger), you might see an error message similar to the following one:

```
Plugin:com.oracle.bi.contentstorage.metadatalcm.ContentStorageMetadataPlug  
in: commitImport Operation:importBAR StatusCode:Operation Failed
```

This error occurs when the system times out during the creation or restore process. If the problem persists, contact Oracle Support.

Issue with Time Series Functions and Double Data Type Time Dimension Keys

You might notice an internal error message when you work with time series functions in analyses. The error occurs because time dimension keys are set to a data type of Double in the Model Administration Tool.

To work around this issue, change the data type of the time dimension keys to INT in the Model Administration Tool. Or go to the database properties and disable the TIME_SERIES_TODATE_SUPPORTED database feature.

Virus Scanner Settings Not Taking Effect

You might find that settings that you make for the virus scanner in the Console don't take effect.

To work around this issue, reapply your system settings:

1. Click **Console**, and then click **System Settings**.
2. Click **Apply**.

Wait a few moments for the changes to refresh through the system.

Tables and Columns Not Replicated from Oracle Fusion Cloud B2C Service

You can't query some columns and tables exposed by data sources from Oracle Fusion Cloud B2C Service due to an issue with the API in Oracle Fusion Cloud B2C Service for extracting bulk data. If you include such tables or columns in your data flow for data replication, the table may fail to replicate and you might see one of several error messages:

```
This query is not supported: Non-existent column: 'primaryContact'
```

```
This query is not supported: no such table: namedIDs
```

```
This query is not supported: Unknown table or column 'filters'
```

To work around these errors, so you can replicate other tables and columns from Oracle Fusion Cloud B2C Service, exclude the columns or tables mentioned in the error messages:

1. Uncheck any columns that are referenced in "unknown column" error messages.
2. Uncheck any tables that are referenced in "unknown table" error messages.
3. Save and rerun the data replication.

Error Adding Table With Mixed-Case Name or Column Names to a Dataset

Oracle Analytics displays the "Create Dataset Table Failed" error message when you add a database table with a name that uses mixed-case or a table that contains column names with mixed-case to a dataset.

Examples of mixed-case names include Sales, Products, Cust_ID, or Quantity_Sold.

To work around this issue, see [Connect to Data With Upper, Lower, or Mixed-case Characters](#).

An alternative method to work around this issue is to create a dataset and in the Dataset editor, go to the Connections pane in the Data Panel, and drag and drop the **Manual Query** option to the Join Diagram. Write the SQL statement, making sure to:

- Double quote all table and column name identifiers that use mixed case.
- Alias the mixed case table column name identifiers with uppercase.

For example: `select "EfG_Field" as EFG_FIELD, "HiJ_Field" as HIJ_FIELD from "AbCd"`

See [Add a Table to a Dataset Using a SQL Statement](#).

Data Labels on Graphs Might Overlap in Some Classic Analyses

You might notice data labels overlapping on graphs depending on various factors such as the size of the classic analysis, the number of digits in a number, the specific data values, and the number of data points on a visualization.

To work around this issue:

1. On the Oracle Analytics Home page, click **Page Menu**, then click **Open Classic Home**.
2. Open the analysis containing the graph that you want to edit.
3. Click the **Results** tab.
4. Click **View Properties** on the graph.
5. Click **Titles and Labels**, and then click **Data Markers**.
6. Click **Display Options** and select **On Rollover**.
7. Click **OK**.

Known Pixel-Perfect Reporting Issues

Some Pixel-Perfect Reporting features and functions don't work as expected in Oracle Analytics Cloud.

Topics:

- [Bar Charts Showing Time on the X-Axis Don't Display Axis Labels Correctly](#)

Bar Charts Showing Time on the X-Axis Don't Display Axis Labels Correctly

If a report using the Oracle Analytics Publisher Template (.xpt) includes a bar chart, and if Time is represented along the x-axis, then the x-axis label sometimes doesn't display properly.

The first label entry is skipped and the first bar data appears glued to the y-axis.

1. In the data model SQL query for the report, use the TO_CHAR method on the date/time fields to change the data type of the field from Date to String.
2. Open the report in the Layout Editor.
3. Select the chart and expand the properties pane.
4. Turn off the **Time Series** setting and clear the settings for Day, Month, Year, and Time formats.
5. Save the layout changes.

Oracle Business Intelligence Mobile Issues and Workarounds

Issues and workarounds for Oracle BI Mobile are described in *Oracle Fusion Middleware Release Notes for Oracle Business Intelligence Mobile for Apple iOS and Google Android* available at:

http://docs.oracle.com/cd/E52471_01/bi.1111/e52669/toc.htm

“Service is not accessible” Message Reported After Scaling Up



This topic applies only to Oracle Cloud Infrastructure Classic.

After you scale up an Oracle Analytics Cloud - Classic instance, (for example, from 2 OCPU to 8 OCPU), you might see this error message in the activity log:

```
Access OAC via http://ip-address/va gives following error. Service is not accessible
```

To work around this issue, navigate to Analytics Cloud in My Services, click the **Manage the service** icon for the service that you scaled up, and select **Restart**. See Start, Stop and Restart Services.

Only IDCS or IAM Identity Domain Users Can Connect to Oracle Analytics Cloud Using the Model Administration Tool

The Model Administration Tool provides an option to connect to Oracle Analytics Cloud.

To use this feature:

- **Oracle Identity Cloud Service (IDCS):** If your Oracle Analytics Cloud federates with Oracle Identity Cloud Service you must connect with Oracle Identity Cloud Service user credentials.
- **Oracle Cloud Infrastructure Identity and Access Management (IAM) Identity Domains:** If your Oracle Analytics Cloud uses an IAM identity domain for identity management, you must connect with your identity domain user credentials.

If Oracle Analytics Cloud uses an external identity provider such as Active Directory for Single Sign-on (SSO) and you try to connect with your SSO user credentials, you see the message "Connection failed 401: Unauthorized" when you try to connect.

To work around this issue, sign-in with your IDCS or IAM credentials.

User Assistance for the Model Administration Tool

If you want user assistance for the Model Administration Tool, go to the Oracle Help Center page. Don't use the context-sensitive help links available in the tool; this content is out-of-date.

See: [Oracle Analytics Cloud page](#).

Known Issues in Oracle Analytics Cloud Data Gateway

Some features in Oracle Analytics Cloud Data Gateway don't work as expected.

- **Creating remote connections to data sources other than Oracle requires changing the database type.** When specifying a remote connection from the .rpd file to a remote data source, you must initially specify Oracle as the database type while you set up the connection pool to point to Data Gateway. After saving your connection pool, you must change the database type to the appropriate type supported as a remote connection.

Known Issues in Semantic Modeler

Some features in Semantic Modeler don't work as expected.

- **Order of a subject area's table listing** - The Presentation Layer pane displays a subject area's tables in alphabetical order rather than in the order the tables are listed in the Subject Area editor's Tables tab. To work around this issue, use the Subject Area editor's Tables tab to view and change the order of the tables.

Oracle Cloud Known Issues for Oracle Analytics Cloud,
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